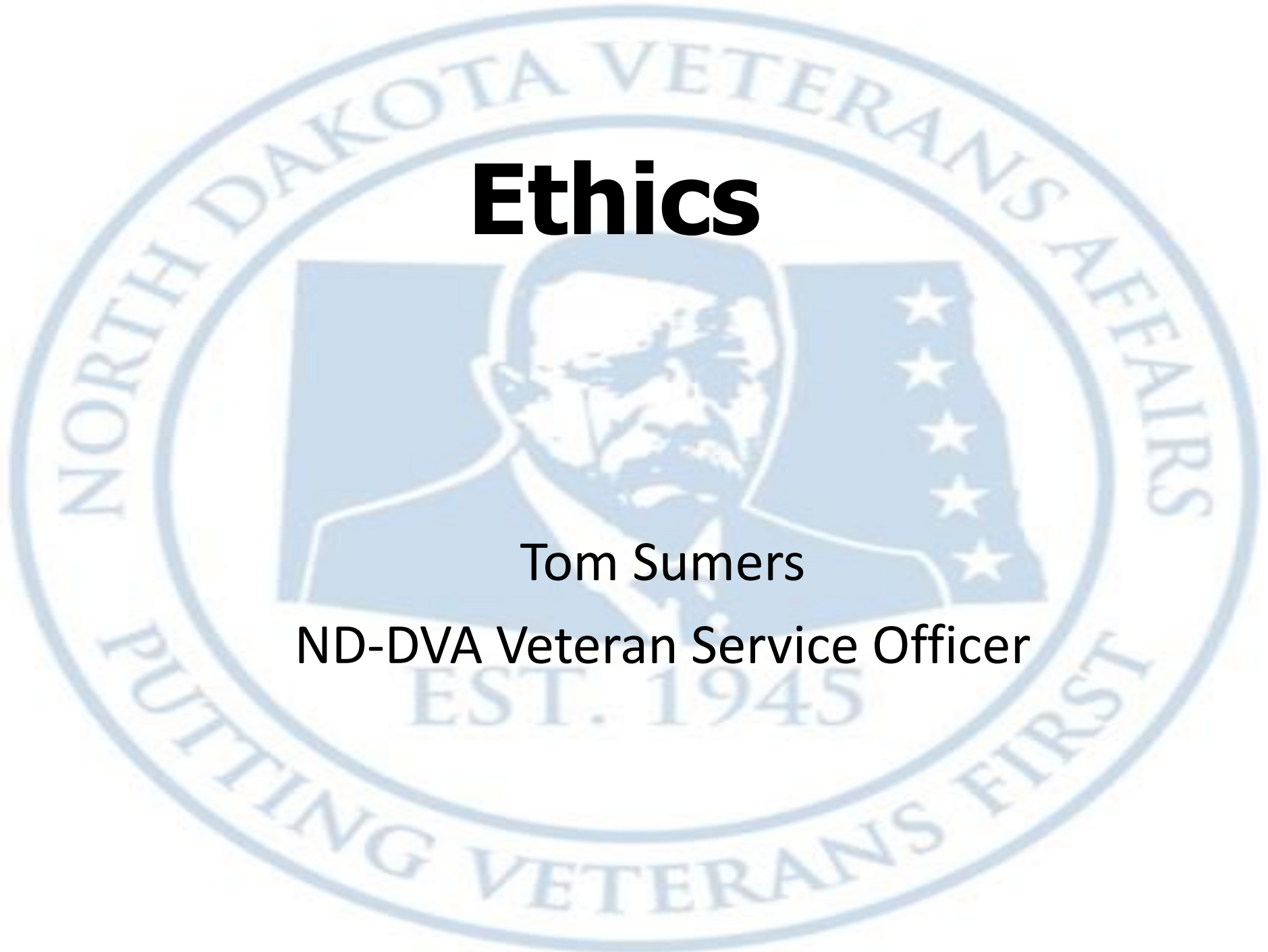




Ethics

Tom Summers

ND-DVA Veteran Service Officer



Ethics

WHAT DEFINES A VSO?

HONESTY

COMPASSION

INTEGRITY

TRUST-WORTHY

RESPECTFUL

FLEXIBLE



Ethics

- **What is Ethics?**
 - **A branch of philosophy that involves organizing, defending, and recommending the ideas of right and wrong conduct**

Scenarios

- You are working with a veteran on a claim for service connection. His wife calls wanting to know the status of the claim. She is calling because the Veteran is busy and unable to call.
 - How do you handle this situation?

Scenarios

- You have a Veteran who just received a Retro Check for \$123,000 He wants to give you money or a gift card of some sort because all the hard work you did on this.
 - How do you handle this situation?

Scenarios

- You have a veteran that died and you helped the spouse with a difficult DIC case. She has no immediate family and wants to Give you her husbands old classic car.
 - What would you do in this situation?

Scenarios

- You have a veteran and he wants to take you out to the bar for a good time. He was impressed with how you handled his claim and want to thank you.
 - How would you handle this?

Scenarios

- You are at the local bar having a drink at happy hour. Another veteran comes up to you and say Fred is getting 100% from the VA and say that he should be getting more from the VA.
 - How would you handle this?

The background of the image is a large, light blue circular seal. The outer ring of the seal contains the text "NORTH DAKOTA VETERANS AFFAIRS" at the top and "PUTTING VETERANS FIRST" at the bottom. In the center of the seal is a portrait of a man with a beard and mustache, wearing a suit and tie. Behind the portrait is a map of North Dakota with five stars along its right edge. Below the portrait, the text "EST. 1945" is visible.

**Do what is
RIGHT
when no one is
Looking**

Module 1

History and Organization

Q & A

